

COVID-19 Community Team Outreach Tool

11/8 System Updates



See below for a full description of the CCTO updates as of November 8, 2021.

Updates to Referrals

Vaccine Referral Fields

See the [job aid](#) for full details on each field, its options, and when to select them. Within **vaccine** referrals:

1. The options for **Type of Communication** have been updated for additional clarity. *If "Part of Standard Initial or Monitoring Call" or "Incoming Call" is selected, the field for Type of Campaign will now disappear, as it is not applicable for those types of calls.*
2. The options for **Type of Campaign** are now limited to "Awareness" and "Specific Event."
3. A new field for **Person Current Vaccination Status** has been created to indicate the vaccination status of the person being referred. *Items related to vaccination status have been removed from the Outcome of Referral options.*
4. If "Person Not Vaccinated and Not Scheduled for Vaccine" is selected in **Person Current Vaccination Status**, a new field for **Reason Why Not Vaccinated** will appear with options to provide more information.
5. If "Person Opposed to COVID Vaccine" is selected in **Reason Why Not Vaccinated** is selected, a field for **Hesitancy Reason** will appear to allow you to provide more detail.

Data from previously saved vaccine referrals will be re-mapped onto these new fields.

1

Details

Type of Communication

--Select--

Type of Campaign

--Select--

Person Current Vaccination Status

Part of Standard Initial or Monitoring Call
Vaccine Specific Outreach Call (answered)
Vaccine Specific Outreach Call (left voicemail)
Incoming Call

Outcome of Referral (if known)

2

Type of Communication

Vaccine Specific Outreach Call (answered)

Type of Campaign

--Select--

Person Current Vaccination Status

--Select--

Reason Why Not Vaccinated

Awareness
Specific Event

3

Type of Communication

Part of Standard Initial or Monitoring Call

Person Current Vaccination Status

Person Not Vaccinated and Not Scheduled for Vaccine
--Select--
Person Already Partially or Fully Vaccinated
Person has Vaccine Scheduled
Person Not Vaccinated and Not Scheduled for Vaccine

Reason Why Not Vaccinated

--Select--

Outcome of Referral (if known)

4

Person Current Vaccination Status

Person Not Vaccinated and Not Scheduled for Vaccine

Reason Why Not Vaccinated

--Select--

Outcome of Referral (if known)

--Select--

Communication Preferences

Person does not meet criteria for vaccine
Person has resource issues with obtaining vaccine
Person opposed to Covid vaccine

Notes from Referral

Other

5

Reason Why Not Vaccinated

Person opposed to Covid vaccine

Hesitancy Reason

--Select--

Outcome of Referral (if known)

--Select--

Communication Preferences

Health Concerns
(Belief that) they don't need the vaccine
Still Researching/ Deciding
Lack of Trust
Religious Beliefs
Other

Notes from Referral

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Resource and Other Referral Fields

See the [job aid](#) for full details on each field, its options, and when to select them. Within **resource** and **other** referrals:

1. The options for **Type of Communication** have been updated for clarity. If "Part of Standard or Initial Monitoring Call" or "Incoming Call" is selected, the field for **Type of Campaign** will disappear.
2. The options for **Type of Campaign** now display "Awareness," "Specific Event," and "Specific Need" (for resource referrals) or "Specific Need or Request" (for other referrals).

1

Details	
Type of Communication	--Select--
Type of Campaign	--Select--
Referral Need	Part of Standard Initial or Monitoring Call
Outcome of Referral (if known)	Resource Specific Outreach Call (answered)
	Resource Specific Outreach Call (left voicemail)
	Incoming Call

2

Type of Campaign	--Select--
Referral Need	--Select--
Outcome of Referral (if known)	Awareness
	Specific Event
	Specific Need

New Section for Case Portal Submission Notes

See the [Digital Outreach Samples](#) document for the full text of emails, texts, and portals.

If a monitoring event is manually created from a case portal submission record per [the job aid](#), any information manually entered by a CI or CT within the **Case Portal Submission Notes** box will now be copied from the case portal submission onto the monitoring event. *If this box is left empty on the submission record, the new event created will not have a case portal submission notes box visible.*

Contact Monitoring Event Created?	<input type="checkbox"/> Yes
Created Contact Monitoring Event	Joe Young
Create Monitoring Event	<input type="checkbox"/> Yes

Case Portal Submission Notes

This is test

Joe Young - Saved

Monitoring Event · MDA Form ▾

Monitoring Event Assessments All Activities Referrals System

Monitoring Event Notes

Case Portal Submission Notes

This is test

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Updates to Vaccine & Testing Fields

1. Within *Testing Details*, you can now select the checkbox next to **Additional Test?** to produce a new box for *Testing Details (Additional Test)*, which will allow you to provide details on a second test.
2. Information about a second dose can now be added for J&J vaccines. When you select “Janssen (Johnson & Johnson) COVID vaccine” in **Vaccine – 1st Dose**, you will now also see a set of fields for **Vaccine – 2nd Dose**.
3. Monitoring events created from person records that have **Approximate Date** checked (in the *Vaccination* box) will now include this information.

1

Test Date	10/27/2021	
COVID-19 Test Result	Negative	
Add Additional Test?	<input checked="" type="checkbox"/>	

Testing Details (Additional Test)

Referred to Test?	Yes	
Referred to Test Date	11/1/2021	
Tested?	Yes	
Test Date	11/2/2021	
COVID-19 Test Result	Awaiting Results	

2

Vaccination

Vaccine - 1st Dose	Janssen (Johnson & Johnson) COVID-19 Vaccine	
Vaccine Date - 1st Dose	11/5/2021	
Approximate Date - 1st Dose	<input type="checkbox"/>	
Vaccine - 1st Dose Confirmed in CVMS?	<input checked="" type="checkbox"/> No	
Vaccine - 2nd Dose	---	
Vaccine Date - 2nd Dose	---	
Approximate Date - 2nd Dose	<input type="checkbox"/>	
Vaccine - 2nd Dose Confirmed in CVMS?	<input checked="" type="checkbox"/> No	

3

Adele 30 - Saved
Person · MDA Form ▾

General Monitoring Events System Information Related

COVID-19 Vaccine Information

Vaccine - 1st Dose	Pfizer-BioNTech (195 MDV) COVID-19 Vaccine
Vaccine Date - 1st Dose	3/4/2021
Approximate Date - 1st Dose	<input checked="" type="checkbox"/>

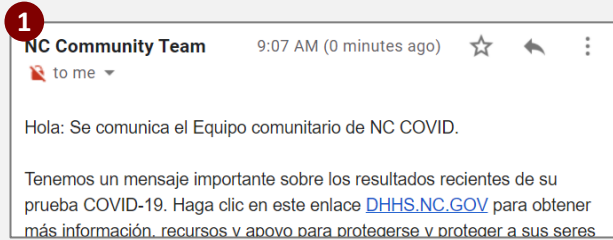
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Misc. Updates & Bug Fixes

1. A bug that prevented links within Spanish case email notifications from being clickable has been resolved.
2. Vance County will now be listed in Region 7. *(It was previously listed in Region 8.)*



Local Health District Information	
County (Text)	Vance
Region	7
Local Health Department	Granville-Vance

Continued Data Cleaning with Person Functionality

Thank you for your continued patience and cooperation as we work to integrate all the records in the production system into the new person functionality! The following updates have been made as of this sprint:

- Previously, there was a bug in which records were being matched incorrectly. **The matching functionality** has been updated so that monitoring events will now only match to person records based on the following criteria:
 - First Name/Email
 - First Name/Phone
 - First Name/Last Name/ DOB
 - Phone/DOB

Starting on 12/1, all person records created prior to 11/9 will be deleted and rematched based on the automatic matching logic. All records created on 11/9 or later will remain.

- **We are still in the process of ensuring that each monitoring event has a person record associated with it;** therefore, please continue to rely on the Monitoring Events Tab (and not the People Tab) for searching needs.